IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants:	Manasseh, et al.
Serial No.:	10/506,368
For:	System and Method for Traveler Interactions Management
Filed:	January 21, 2005
Examiner:	Kent WANG
Art Unit:	2622
Confirmation No.:	1079
Customer No.:	27,623

Attorney Docket No.: 0004800USU/2279

Mail Stop AF
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

PRE-APPEAL BRIEF REQUEST FOR REVIEW

In response to the Office Action dated July 1, 2009, Appellants file herewith a Notice of Appeal and request review of the present application before the filing of an appeal brief.

Status of the Claims:

Pending claims 1-38 and 40-60 are finally rejected and are the subject of this request for review. Independent claims 1, 23 and 43 are rejected under 35 U.S.C. §102(e) over US20030210139 of Brooks ("Brooks"). Claims 2-17, 19, 24-32, 34-38, 40, 42, 46-47 and 54 are rejected under §103(a) as being unpatentable over Brooks in view of US6,396,535 to Waters ("Waters"). Claims 18, 20-22, 34, 41 and 50 are rejected under §103(a) as being unpatentable over Brooks in view of US6,757,408 to Houvener. Claim 53 is rejected under §103(a) as being unpatentable over Brooks in view of Waters and further in view of Houvener. Claims 51-52 are rejected under §103(a) as being unpatentable over Brooks in view of US6,507,278 to Brunetti ("Brunetti"). Claims 48-49 are rejected under §103(a) as being unpatentable over Brooks in view Waters and further in view of US6,724,887 to Eilbacher. Claims 55-56 and 58-59 are rejected under §103(a) as being unpatentable over Brooks in view of US20030058084 of O'Hara. Claims 57 and 60

are rejected under §103(a) as being unpatentable over Brooks in view of US7,084,736 to Ritter.

Clear Error for Review: Brooks fails to disclose capturing substantially the full audio, video, and data of traveler interactions

Brooks does not teach capturing interactions as a whole, including the relevant audio, video and data. Brooks relates to recording only the mere technical identification of the passenger, and to identifying discrepancies based on these identifications. Brooks at ¶20 mentions various locations in which security can be identified or tested. Notably, the mentioned locations include *unmanned* locations such as an entrance or exit to airport property, or runaways - locations at which agent-traveler interactions do not take place. Brooks relates to capturing aspects within stations along a traveler's path and not capturing agent-traveler interactions, particularly not the full interaction and all aspects thereof, including audio, video and data.

Brooks at ¶42 teaches a camera for capturing static facial images used only for facial recognition. Brooks does not capture the agent at all and does not, therefore, capture an agent-traveler interaction as a whole. Brooks at ¶45 teaches using security camera supervision, but such capturing is not interaction-related. Rather, Brooks mentions either capturing in emergency situations, wherein the alarm-raising situation has already started which means not the whole situation is captured, or 24-hour capturing, in which a particular interaction is indistinguishable as such from the whole continuous recording. Brooks at ¶48 also discloses capturing identification details such as biometric data rather than the interactions, and at ¶50 Brooks mentions intrusion detection means, which are, again, not related to capturing interactions. Even at ¶37, in which Brooks teaches capturing data related to the personnel members, the data only relates to identification data of the personnel such as photo ID, and not to interactions with travelers. This also does not suggest capturing and analyzing interactions between the traveler and the personnel member.

Accordingly, Brooks fails to disclose or suggest capturing the full audio video and data of two agent-traveler interactions, as required by independent claims 1, 23 and 43.

Clear Error for Review: Brooks fails to disclose comparing the first and second interactions

Appellants submit that Brooks fails to disclose or suggest comparing the audio, video, and data of the first and the second agent-traveler interactions to determine, based upon a predetermined

rule, a discrepancy, as required in independent claims 1, 23 and 43.

Brooks at ¶54 details analysis system 324, which only compares attribute data and not the full audio, video, and data of interactions. Attribute data, as detailed in Brooks for example at ¶38 or ¶48, relates to a characteristic of a person, such as a biometric detail. Comparing biometric data is a specific, discrete, and limited task that does not require analyzing video and audio recordings of interactions.

Brooks identifies problems that can be detected by comparing discrete items. Such problems include, for example, false or duplicate identification, expired visas, a person identified in two distant locations with an unreasonable time gap, or the like.

Even though Brooks suggests detecting suspect travel patterns or suspect activity, Brooks nevertheless uses the same information which comprises only attribute data. Further, no teaching of *how* Brooks detects such patterns or activity is provided.

The video Brooks suggests at ¶45 to capture cannot be understood to constitute part of the information used for analysis. This is clear since Brooks suggests at ¶54, in which the analysis is taught, to distribute the data to multiple locations. Such distribution is unreasonable for data that is highly voluminous in nature such as continuous recording. Therefore it is clear that Brooks performs all the analysis on the attribute data and does not compare audio or video of agent-traveler interactions.

Accordingly, Appellants submit that Brooks fails to disclose or suggest comparing the full audio, video and data of two agent-traveler interactions, as required by independent claims 1, 23 and 43.

Clear Error for Review: Waters fails to disclose detecting an alarm situation by comparing the first and second interactions

Claims 3, 4, 26, and 27 require the detection of an alarm situation by comparing the interactions. Appellants submit that Waters fails to identify an alarm situation by comparing a first and a second interaction. Waters teaches capturing the same area by multiple overlapping cameras, see for example col. 2 lines 27-32 of Waters. Therefore, the cameras capture the same events or interactions, rather than different interactions.

The "objects" detected by Waters are video objects representing people, luggage, etc. Events are detected by spatial relationships between the objects, such as crossing or possible collision, which are enabled since the same area is captured by multiple cameras. The alarm situations in Waters are thus not detected from comparing audio, video and data of two interactions, but rather from two video streams capturing overlapping areas and the same events.

Accordingly, Appellants submit that Waters fails to disclose or suggest detecting an alarm situation by comparing the first and the second interactions, as required by claims 3, 4, 26, and 27.

Clear Error for Review - Waters fails to disclose an audio recording device

Claims 10 and 32 require an audio recording device for capturing audio of the first or second agent-traveler interaction. Appellants submit that Waters fails to disclose an audio recording device. As detailed in col. 3 lines 48-49, synthesizer 250 of Waters converts the fully attributed data objects 241 to annotated graphic elements 251 and alerts 252. Thus, the synthesizer is not related to audio and is particularly not an audio recording device.

Appellants wish to indicate that Waters relates only to image and motion analysis and does not process voice. Therefore Waters does not and would not teach capturing voice by the video cameras. Accordingly, Appellants submit that Waters fails to disclose detecting an audio recording device for capturing audio of the first or second interaction, as required by claims 10 and 32.

Clear Error for Review: Waters and Brunetti fail to disclose wherein the data capture device is a screen capture device

Claims 46 and 54 require that the data capture device is a screen capture device. Appellants submit that Waters fails to disclose a screen capture device. Waters at col. 4 lines 28-48 does not refer to screens or screening, therefore Appellants assume the Office Action relates to Brunetti at col. 4 lines 28-48 rather than to Waters.

Screen recording, as detailed in par. 36 of the application as published, refers to accessing the memory device of the computer screen and retrieving the computer screen information.

Brunetti teaches screening people and objects such as tickets or luggage, wherein screening is detailed as a process and not as imaging. Brunetti also discloses optionally recording an image. However, Brunetti does not teach capturing a screen as a source of data. Using a screen capture

device as the data capture device, which captures data that is then used for comparing interactions as required by claim 1, is not disclosed or suggested by screening people or objects.

Accordingly, Appellants submit that Brunetti and Waters fail to disclose or suggest wherein the data capture device is a screen capture device, as cited by claims 46 and 54.

Clear Error for Review – Houvener fails to disclose recording the audio video and data in synchronization

Claim 53 requires that the audio, video, and data of the first or second interaction are recorded in synchrony. Appellants submit that Houvener fails to disclose such synchronization. Houvener discloses synchronization between the visual prompting of the screener and the collection, which is unlike synchronizing the recording of captured streams. Synchronizing the recording is a technological feature which is different from the business process described by Houvener. Accordingly, Appellants submit that Houvener fails to disclose or suggest recoding the audio video and data in synchronization as recited by claim 53.

In view of the above, it is respectfully submitted that the final rejection is clearly erroneous and, as such, the present application is in condition for allowance. Reconsideration and withdrawal of the rejection to the claims and passage of the present application to issuance are respectfully requested.

Respectfully submitted,

September 30, 2009
Date

/Charles N.J. Ruggiero/
Charles N. J. Ruggiero
Reg. No. 28,468
Attorney for the Applicants
Ohlandt, Greeley, Ruggiero & Perle, L.L.P.
One Landmark Square, 10th Floor
Stamford, CT 06901-2682
Tel: 203-327-4500
Fax: 203-327-6401

IN THE CLAIMS

The following listing of the claims replaces all prior versions:

1. (Previously presented) An apparatus for the analysis of at least one first agent-traveler interaction and at least one second agent-traveler interaction the apparatus comprising:

an at least one first station for capturing substantially the full audio, video, and data of the at least one first agent-traveler interaction along a path of a traveler;

an at least one second station for capturing substantially the full audio, video, and data of the at least one second agent-traveler interaction along the path of the traveler, wherein the at least one second agent-traveler station is located at a location other than the first agent-traveler station; and

an analysis device for comparing the audio, video, and data of the at least one first agent-traveler interaction with the audio, video, and data of the at least one second agent-traveler interaction to determine, based upon a predetermined rule, a discrepancy.

2. (Previously presented) The apparatus of claim 1 further comprising a control station for storing the at least one first agent-traveler interaction and the at least one second agent-traveler interaction captured.

3. (Previously presented) The apparatus of claim 1 further comprising an alarm identifier device for identifying an alarm situation based on the comparing of the at least one second agent-traveler interaction with the at least one first agent-traveler interaction.

4. (Original) The apparatus of claim 3 further comprising an alarm-generating device for generating an alarm associated with an alarm situation identified by the alarm identifier device.

5. (Previously presented) The apparatus of claim 1 further comprising a station poll data device for polling stations for the at least one first agent-traveler interaction and the at least one second agent-traveler interaction.

6. (Previously presented) The apparatus of claim 1 further comprising a station transfer data device for managing data transferred from stations for the at least one first agent-traveler interaction and the at least one second agent-traveler interaction.

7. (Previously presented) The apparatus of claim 1 further comprising a database for storing and retrieving the at least one first agent-traveler interaction and the at least one second agent-traveler interaction.

8. (Previously presented) The apparatus of claim 1 further comprising a replay device for replaying the at least one first agent-traveler interaction or the at least one second agent-traveler interaction.

9. (Previously presented) The apparatus of claim 1 further comprising an object tracking device for tracking an object within the at least one first agent-traveler interaction or the at least one second agent-traveler interaction.

10. (Previously presented) The apparatus of claim 1 wherein the at least one first and second stations comprise at least one video capturing device for capturing video of the at least one first agent-traveler interaction or the at least one second agent-traveler interaction, an at least one audio recording device for capturing audio of the at least one first agent-traveler interaction or the at least one second agent-traveler interaction, an at least one data capture device for capturing data of the at least one first agent-traveler interaction or the at least one second agent-traveler interaction, an at least one storage device and an at least one data retrieval device.

11. (Original) The apparatus of claim 1 wherein the at least one first station and second station are located in the same transportation port.

12. (Original) The apparatus of claim 1 wherein the at least one first station and second station are located in remote transportation ports.

13. (Original) The apparatus of claim 1 further comprising a second control room for recording and storing the at least one first and second interactions.

14. (Original) The apparatus of claim 1 further comprising a local or remote operator for observing the operation of the apparatus.

15. (Original) The apparatus of claim 1 wherein the control station comprises a recording and retrieval system.

16. (Original) The apparatus of claim 1 wherein the capturing is performed in real time to be analyzed upon capture or at a later time.

17. (Original) The apparatus of claim 11 wherein the transportation port is an airport or a train station or a bus depot or a seaport or a vehicle for transporting persons.

18. (Original) The apparatus of claim 1 wherein the interaction is associated with a baggage item.

19. (Previously presented) The apparatus of claim 1 wherein the at least one first and at least one second interactions comprise a captured data, video and audio depicting the interaction between the agent and the traveler.

20. (Previously presented) The apparatus of claim 1 further comprising a quality assurance device for analyzing the at least one first agent-traveler interaction or the at least one second agent-traveler interaction for analyzing the quality of service provided to a traveler by an agent, the quality assurance device using an at least one evaluation form of the apparatus.

21. (Original) The apparatus of claim 19 wherein the quality assurance device alerts a supervisor

where the quality of service provided by an agent fails to meet a predetermined standard.

22. (Original) The apparatus of claim 19 wherein the quality assurance device initiates a training session with an agent.

23. (Previously presented) A method for the analysis of at least two captured interactions associated with a traveler and an agent, the method comprising the steps of:

capturing substantially the full audio, video, and data of an at least one first agent-traveler interaction at a first station along a path of a traveler;

capturing substantially the full audio, video, and data of an at least one second agent-traveler interaction at a second station along the path of the traveler; and

comparing the at least one second agent-traveler interaction with the at least one first agent-traveler interaction, to determine, based upon a predetermined rule, a discrepancy,

wherein the at least one second agent-traveler station is located at a location other than the first agent-traveler station.

24. (Previously presented) The method of claim 23 further comprising the step of recording at a control station the audio, video, and data of the at least one first agent-traveler interaction and the audio, video, and data of the at least one second agent-traveler interaction captured.

25. (Original) The method of claim 23 further comprising the step of storing at a control station the at least one first and second interactions captured.

26. (Previously presented) The method of claim 23 further comprising the step of an alarm identifier device identifying an alarm situation based on the comparing of the at least one second agent-traveler interaction with the at least one first agent-traveler interaction.

27. (Original) The method of claim 26 further comprising the step of generating an alarm associated with an alarm situation identified by the alarm identifier device.

28. (Previously presented) The method of claim 23 further comprising the step of polling the at

least one first agent-traveler interaction and the at least one second agent-traveler interaction from the first and second stations.

29. (Previously presented) The method of claim 23 further comprising the step of retrieving the at least one first agent-traveler interaction and the at least one second agent-traveler interaction from a database.

30. (Previously presented) The method of claim 23 further comprising the step of replaying through the use of a replay device the at the least one first agent-traveler interaction or the at least one second agent-traveler interaction.

31. (Original) The method of claim 23 further comprising the step of tracking an object within the at least one first agent-traveler interaction or the at least one second agent-traveler interaction.

32. (Previously presented) The method of claim 23 wherein the at least one first station and the at least one second station comprise an at least one video capturing device for capturing video of the at least one first agent-traveler interaction or the at least one second agent-traveler interaction, an at least one audio recording device for capturing audio of the at least one first agent-traveler interaction or the at least one second agent-traveler interaction, an at least one data capture device for capturing data of the at least one first agent-traveler interaction or the at least one second agent-traveler interaction, an at least one storage device and an at least data retrieval device.

33. (Previously presented) The method of claim 23 further comprising the step of analyzing the at least one first agent-traveler interaction or the at least one second agent-traveler interaction for quality assurance purposes.

34. (Original) The method of claim 23 wherein the at least one first station and second station are located in the same transportation port.

35. (Original) The method of claim 3 wherein the at least one first station and second station are

located in remote transportation ports.

36. (Previously presented) The method of claim 23 further comprising the step of recording and storing at a second control room the at least one first agent-traveler interaction and the at least one second agent-traveler interaction.

37. (Original) The method of claim 23 wherein the control station comprises a recording and retrieval system.

38. (Previously presented) The method of claim 33 wherein the step of analysis comprises comparing the at least first agent-traveler interaction or the at least second agent-traveler interaction to determine discrepancies between the at least first agent-traveler interaction or the at least second agent-traveler interaction.

39. (Cancelled)

40. (Previously presented) The method of claim 33 wherein the step of analysis comprises analysis of the at least first agent-traveler interaction or the at least one second agent-traveler interaction to determine whether the traveler is a security threat to other travelers.

41. (Previously presented) The method of claim 33 wherein the step of analysis comprising analysis of the at least second agent-traveler interaction or the at least one first agent-traveler interaction to determine if an agent is providing a quality of service at a predetermined level, using an at least one evaluation form of the apparatus.

42. (Original) The method of claim 23 further comprising the step of transferring data from the at least one first or second stations to a server device.

43. (Previously presented) A method for traveler interactions management comprising:

capturing first audio, video, and data information related to a first agent-traveler interaction, at a first predetermined location along a path of a traveler;

capturing second audio, video, and data information related to a second agent-traveler interaction, at a second predetermined location along the path of the traveler ;

recording the captured first and second audio, video, and data information;

storing the recorded first and second audio, video, and data information on a storage device, and

analyzing the recorded first and second audio, video, or data information, by performing a comparison between the first and second audio, video, or data information to determine, based upon a predetermined rule, a discrepancy between the first agent-traveler interaction and the second agent-traveler interaction,

wherein said first and said second predetermined locations are substantially non-overlapping.

44. (Previously presented) The apparatus of claim 10 wherein the at least one first agent-traveler interaction is of a different type from the at least one second agent-traveler interaction.

45. (Previously Presented) The apparatus of claim 1 wherein the at least one first agent-traveler interaction is passenger screening and the at least one second agent-traveler interaction is selected from the group consisting of: ticket purchasing, baggage screening, check-in, passport control, and boarding.

46. (Previously presented) The apparatus of claim 10 wherein the data capture device is a screen capture device.

47. (Previously presented) The method of claim 23 further comprising a step of analyzing the audio, video, or data of the at least one first agent-traveler interaction or the at least one second agent-traveler interaction.

48. (Previously presented) The method of claim 47 wherein the analysis is spotting words said by the traveler.

49. (Previously presented) The method of claim 47 wherein the analysis is stress detection of the

traveler.

50. (Previously presented) The method of claim 23 further comprising a step of checking whether a luggage belonging to the traveler has changed.

51. (Previously presented) The method of claim 23 wherein the at least one first agent-traveler interaction is of a different type from the at least one second agent-traveler interaction

52. (Previously presented) The method of claim 23 wherein the at least one first agent-traveler interaction or the at least one second agent-traveler interaction is selected form the group consisting of: ticket purchasing, baggage screening, check-in, passport control, passenger screening; and boarding.

53. (Previously presented) The method of claim 24 wherein the audio, video, and data of the at least one first agent-traveler interaction or the audio, video, and data of the at least one second agent-traveler interaction are recorded synchronously.

54. (Previously presented) The method of claim 32 wherein the data capture device is a screen capture device.

55. (Previously presented) The apparatus of claim 1, wherein said rule assesses a change in an item associated with said traveler.

56. (Previously presented) The apparatus of claim 1, wherein said rule assesses a disparity between an item carried by said traveler, and said traveler's destination.

57. (Previously presented) The apparatus of claim 1, wherein said rule assesses a change in said traveler's appearance.

58. (Previously presented) The method of claim 23, wherein said rule assesses a change in an item associated with said traveler.

59. (Previously presented) The method of claim 23, wherein said rule assesses a disparity between an item carried by said traveler, and said traveler's destination.

60. (Previously presented) The method of claim 23, wherein said rule assesses a change in said traveler's appearance.